



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
RFP #2020-DPHS-03-TECHN

No.	Question	Answer
1.	<b><u>Section 1, Subsection 1.3, Contract Period</u></b> What is the anticipated contract award/start date?	Please refer to Section 3, Statement of Work, Subsection 1.3, Contract Period.
2.	<b><u>Section 2, Background and Required Services, Subsection 2.2, Paragraph 2.2.2, NH Rural Health Clinics</u></b> Can you share the assessment tool used in 2013?	The information can be provided to the selected Vendor.
3.	<b><u>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.1.1</u></b> Who is responsible for recruiting RHCs to participate in the project?	The selected Vendor must work with the Rural Health and Primary Care Section to recruit from list of known certified New Hampshire Rural Health Clinics (RHCs).
4.	<b><u>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.1.8</u></b> Is there any preference on how many “virtual” training sessions vs. on-site training sessions?	There is no preference. The Department requests that the emphasis should be on delivering the technical assistance in a manner that is most effective for the RHCs.
5.	<b><u>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.1.8</u></b> For on-site training sessions, who is responsible for site selection and any hosting/facility and related fees?	The selected Vendor.



6.	<p><b><u>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.1.8</u></b></p> <p>Do the Rural Health Clinics have reliable internet connectivity with broadband video capability to support video conferencing?</p>	Yes.
7.	<p><b><u>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.1.8</u></b></p> <p>What is the central location in which the Rural Health Clinics typically meet?</p>	There is no central location at this time.
8.	<p><b><u>Question 5</u></b></p> <p>Is the selected Vendor expected to provide on all topics from the needs assessment(s)?</p>	The Department is seeking the methodology vendors will use to determine appropriate session topics based on the reports that will be made available upon contract execution.
9.	<p><b><u>Section 6, Proposal Process, Subsection 6.6 Proposal Submission</u></b></p> <p>Are there page limits or font type restrictions associated with the Technical Proposal? Are there page limits and/or font type/font-size restrictions associated with the Cost Proposal?</p>	Please refer to Section 7, Proposal Outline and Requirements, Subsection 7.1.2, Presentation.
10.	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>a) What is the expected award date for the project?</li> <li>b) Given that a significant portion of the current fiscal year has already passed, how will that impact the requirement for quarterly trainings in the first year?</li> <li>c) Is there potential for carry-over between the years?</li> </ul>	<ul style="list-style-type: none"> <li>a) Please refer to Section 3, Statement of Work, Subsection 1.3, Contract Period.</li> <li>b) The Department anticipates the number of required quarterly trainings will be waived in the first budget year.</li> <li>c) There is potential for carry-over contingent on the approval of a carry-over request for the grant funds from the federal funding source and Governor and Executive Council approval.</li> </ul>

**New Hampshire Department of Health and Human Services**  
**Technical Assistance for Rural Health Clinics**



11.	<b><u>General</u></b> Is it permissible to budget for incentives for participation in the educational sessions?	Yes.
12.	<b><u>General</u></b> a) How many of the current NH RHCs are using POND? b) Will we get access to the POND dataset? c) Will the POND vendor be available for consultation?	a) Five (5). b) An annual POND report will be provided by the RHPC. c) Yes.
13.	<b><u>General</u></b> a) Are there any established Key Performance Indicators that will be used to calculate satisfactory performance by the vendor? b) What will be the funding for the project if the Department elects to continue for two (2) additional years?	a) The Key Performance Indicators will be established in consultation with the RHPC during the work plan creation after the contract effective date. b) It is anticipated the funding would remain at a minimum of \$75,000 per project year contingent on continued federal funding at the same level.
14.	<b><u>General</u></b> a) Have there been any previous attempts to provide technical support for the RHC's? b) If there was, what was the outcome?	a) The Department has previously contracted these services successfully during the time period of March 2015 through June 2018. b) The contractor met their performance measures.



15.	<p><b><u>Appendix C, Addendum to Culturally and Linguistically Appropriate Services (CLAS)</u></b></p> <p>When the assessment and questionnaire reference “LEP persons”, is this LEP persons within the Department of Health and Human Services, within the Rural Health Clinic staff, or persons receiving/seeking Rural Health Clinic Services?</p>	<p>LEP Persons refers to people who will be encountered through the work and activities funded through this contract. Because this is a technical assistance contract, it is reasonable to anticipate that will primarily be rural health clinic staff who most likely speak English and do not have Limited English Proficiency; although some may have other communication access needs. Additionally, any patients/clients/consumers of the rural health clinics who will be encountered through the work and activities funded through this contract should be considered in completing the assessment and questionnaire.</p>
16.	<p><b><u>Appendix C, Addendum to Culturally and Linguistically Appropriate Services (CLAS)</u></b></p> <p>When the assessment and questionnaire reference “the program”, does the program in this context mean the Technical Assistance and support to the RHC Network provided by the selected vendor?</p>	<p>Yes – the work and activities funded through this contract.</p>